

## Staff Services Analyst

### *Knowledge, Skill, Ability, and Personal Characteristic Statements*

#### *Rating Results*

1	Ability to establish and maintain cooperative working relations with staff, management, and internal/external clients.
2	Ability to pacify hostile or irate individuals by remaining calm and using a courteous and tactful approach.
3	Ability to recognize the sensitive nature and/or ramifications of a situation to minimize negative outcomes.
4	Ability to interact with and relate effectively to the public, staff, clients, and various audiences to maintain positive and productive relationships.
5	Ability to listen to others to facilitate an open exchange of ideas that provide for effective two-way communication.
6	Ability to be pleasant and courteous when dealing with individuals who hold conflicting opinions and viewpoints.
7	Ability to negotiate and compromise when resolving matters involving differing opinions and viewpoints.
8	Ability to understand and follow oral and written instructions to carry out assignments.
9	Ability to provide input and advice to others on appropriate courses of action for given situations.
10	Ability to negotiate deadlines and timelines for the delivery of products or services.
11	Ability to participate in and contribute to the effectiveness of a group or team.
12	Knowledge of the importance of confidentiality and security regarding sensitive information.
13	Ability to recommend changes in a positive manner to generate support for the change and minimize the perceived impact on others.
14	Ability to be flexible in adapting to changes in priorities, assignments, and other interruptions which may impact pre-established timelines and courses of action.
15	Ability to interact tactfully and diplomatically over the telephone or in person with a variety of audiences, including frustrated, confused, or otherwise emotional individuals.
16	Ability to effectively communicate in stressful situations (e.g., angry or hostile individuals, under emergency conditions) to address the problem appropriately.

17	Ability to verbally communicate clearly, concisely, and appropriately for audiences with varying levels of understanding.
18	Ability to verbally explain and clarify policies, procedures, and issues for audiences with varying levels of understanding.
19	Ability to verbally summarize a variety of facts, statistics, and/or data clearly and concisely for audiences.
20	Ability to provide clear, accurate verbal instructions and directions to individuals with varying levels of understanding.
21	Ability to write memos, reports, policies, procedures, and letters using proper grammar, punctuation, and sentence structure.
22	Knowledge of proper spelling, grammar, punctuation, and sentence structure to ensure that written materials prepared and reviewed are as complete, concise, and error-free as possible.
23	Ability to prepare concise written summaries of comprehensive and detailed written materials or information received verbally.
24	Ability to edit memos, reports, policies, procedures, and letters for proper content, format, grammar, punctuation, and sentence structure.
25	Ability to write clear and concise explanations of the contents of technical materials (e.g., trade journals, policies, procedures) to audiences with varying levels of expertise.
26	Ability to use discretion and diplomacy when responding in writing to the needs, problems, or concerns of various audiences.
27	Ability to maintain detailed records of work-related activities for departmentally mandated record-keeping purposes.
28	Knowledge of research and data gathering techniques (e.g., computer assisted) to compile information for projects and assignments.
29	Ability to identify required data needed to perform work tasks, address issues, evaluate program effectiveness, and/or serve as a basis for program/project-specific decisions.
30	Ability to identify and organize pertinent information obtained from research and data-gathering.
31	Ability to compile information and data from multiple sources to complete research or project work.
32	Ability to check and verify the accuracy and completeness of data and information obtained for research and projects.
33	Ability to comprehend and interpret complex information and materials, including standards, procedures, and policies.
34	Ability to apply policies and procedures in the completion of work assignments.
35	Ability to apply technical principles and standards in the completion of

	work assignments.
36	Ability to perform basic arithmetic computations (e.g., addition, subtraction, multiplication, division, ratios, decimals, percentages).
37	Ability to perform basic analytical reconciliation of numerical data from different sources.
38	Knowledge of problem-solving techniques and processes to facilitate the identification and resolution of problems and issues related to the completion of work assignments.
39	Ability to analyze and evaluate situations accurately and thoroughly to determine and implement effective, appropriate courses of action.
40	Ability to reconcile discrepancies in data and information pertaining to program/project activities such as time code charges, expenditures, and staff resource allocations.
41	Ability to make appropriate decisions with time constraints and limited information.
42	Ability to identify problems that may negatively impact unit operations and review them with management.
43	Ability to develop detailed and specific procedures and processes related to a program.
44	Ability to follow-up and ensure that the assignments and activities of a work team or small group are completed within established timelines.
45	Knowledge of time management techniques to provide for efficient prioritization and completion of projects and assignments.
46	Knowledge of planning principles and concepts in order to plan and manage projects and assignments.
47	Ability to recognize the need to shift priorities and resources in order to complete projects and assignments within established timeframes and by expected deadlines.
48	Ability to identify information, materials, and resources needed to complete a project or assignment.
49	Ability to work under the pressure of a heavy workload and tight timelines when completing projects and assignments.
50	Ability to work independently on projects or assignments without close supervision or detailed instructions.
51	Ability to use word processing software to develop and format written documents, such as memos, letters, and reports.
52	Ability to use word processing software to create basic tables and/or graphs.
53	Ability to use spreadsheet software to organize and present tables, graphs, and charts.

54	Ability to use spreadsheet software to perform mathematical calculations when summarizing and presenting data sets.
55	Ability to use personal computer database software to input, organize, track, and retrieve data.
56	Ability to use project scheduling software (e.g., Microsoft Outlook) to plan, schedule, and track the progress of projects and assignments.